

**NORTH CENTRAL CORRECTIONAL INSTITUTION
VISITOR HANDBOOK**

2008

I. FACILITY INFORMATION

- A. North Central Correctional Institution is a medium security institution. It is located at 500 Colony Road, Gardner, Massachusetts 01440. The institution phone number is (978) 630-6000. NCCI is approximately 55 miles northwest of Boston. The facility is accessible by car via Route 2 and by bus or train.
- B. Local transportation includes the following taxi and bus companies:
The Athol-Orange Cab Co. (978) 249-7999; Smiley's Taxi Co. (978) 630-2910; and the Vermont Bus Company (978) 632-6240 which runs daily from Boston.
- C. Directions to NCCI: From Route 2 East or West take the Route 140 North exit #24 and continue on Route 140 North straight through one set of lights. After passing straight through these lights, take your second right. Follow road to the end (stop sign) and take a left. The parking area is on the right after the Entrance Gate.

II. VISITING SCHEDULE AND LIMITATIONS

- A. Inmates at NCCI, shall normally be allowed five (5) visiting periods each week. Holiday visits shall be in addition to the normal schedule of visits during the course of the week and shall not be counted as a regular visit. If a holiday fall on a Tuesday or Wednesday, normal visiting hours will be observed, unless specific times are established. Only two (2) of the four (4) weekend periods and only one period per day may be used. Inmates may receive visits during the following periods:

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| Monday | 1:00 - 8:30 pm |
| Thursday | 1:00 - 8:30 pm |
| Friday, | 1:00 - 8:30 pm |
| Saturday | 1:00 - 8:30 pm |
| Sunday | 1:00 - 8:30 pm |

Tuesday - Wednesday No Visits for General Population

- B. **Visits shall normally be allowed, at a maximum, the entire length of a visiting period.** Visits may be terminated sooner if conditions, such as inappropriate behavior, etc. or overcrowding exist. If a visit needs to be terminated early, due to overcrowding, the order of terminations shall be the order in which the visitors arrived. (i.e. the first visitors in shall be the first asked to leave.) Visitors shall be allowed a one- (1) hour visit before their visit is terminated due to overcrowding. Any exceptions to this shall be under the approval of the Superintendent or his/her designee.
- C. A maximum of two (2) adults shall be permitted to visit an inmate at the same time during any visiting period. No limitations on the quantity of children shall exist; however, the quantity of children any parent/guardian is bringing into the institution must be of an amount that can be adequately supervised by this individual.
- D. Visitors are only authorized to visit one (1) inmate housed at this institution. Should the visitor desire to visit a different inmate they must be removed from the visiting card of the original inmate and shall then be restricted to this inmate only. Permission to be removed from one inmate's visiting card to another must be approved in advance by the Superintendent. Visitors shall not attempt to visit any inmate other than the one listed on their visiting slip.

- E. Visitors may only visit one (1) inmate at a time. The only exception to this is if the relationship between the visitor and the inmate(s) is by blood. (i.e., immediate family, parents - children, siblings, etc. and must be verified). This special visit must be pre-approved by the Superintendent or his/her designee.
- F. Visitors will not be permitted on institution grounds prior to 12:30 p.m. Visitors will sign in and be issued a numbered visiting slip. Visiting slips will be accepted and processed sequentially by the visitor processing officer starting at 1:00 p.m. Visitors cannot enter pedestrian trap between 2:30 p.m. and 3:15 p.m. due to shift, change however visiting slips will continue to be processed until 2:40 p.m. Those visitors whose papers have been filled out and processed will be able to enter the institution at the end of shift change which is approximately 3:15 p.m. until 3:45 p.m. at which time movement through the pedestrian trap will cease in preparation for the 4:00 p.m. count. The processing of paperwork will commence again at 5:00 p.m. and continue until 8:00 p.m. Visitors will not be permitted to enter the institution after 8:00 p.m.
- G. Visitors who wish to leave the visiting room must do so by 3:15 p.m. prior to Official 4:00 p.m. Count. Once the count has begun, visitors may not leave the visiting room until the counts completion.
- H. Visitors must park their vehicles in the designated visitors' parking lot, adjacent to Assembly building. All vehicles must be locked at all times. Visitors shall not be allowed to park anywhere else unless authorized by the Superintendent/his her designee. Violators will be towed at the owner's expense. Any visitor shall permit a search of his/her vehicle at any time upon request by correctional staff. NCCI cannot be held responsible for theft or damage incurred while on NCCI property. Loitering is not allowed in Visitors' Lobby, parking lots or on state property. Visitors shall be restricted to the seating area in the lobby only. Any visitor who is denied entrance must leave the property unless approved to stay by the Shift Commander, (i.e. waiting for ride, etc.).
- I. Visitors to NCCI should bring only necessary items with them. Prior to entering the institution, visitors must secure all personal possessions. Coin-operated lockers are available in the Visitors' Lobby for this purpose. NCCI cannot be held responsible for lost or stolen articles. The only items authorized to enter the institution are any medic alert bracelets/necklaces, life saving medications, a wedding band and/or engagement ring, one clean handkerchief, Debitex card and locker key. All other items (weapons, firearms, controlled substances, alcohol, money, cigarettes, jewelry, watches, gum/candy, cell phones, pagers/beepers, etc.) are considered contraband. Any individual attempting to introduce any contraband item into the institution shall have their visiting privileges terminated or suspended, and may be subject to arrest and/or criminal prosecution. The Shift Commander must specifically authorize any special items brought into the institution by a visitor. Visitors must read all posted warnings and notices in the lobby area.
- J. All visitors are expected to abide by institution rules and regulations and conduct themselves in a manner appropriate to a public place. Children must remain under the constant supervision of their parent(s) or guardian(s) at all times. Failure to monitor children or children exhibiting extreme behavioral problems may warrant denial of visiting privileges. Excessive profanity, familiarity, or serious deviations from appropriate standards of behavior will result in administrative action, such as warning, termination of visit, loss of visiting privileges, etc.

- K. All visitors must pass the metal detector, in order to enter the facility. Any visitor that does not pass the metal detector shall be subject to further search, such as a hand-held scanner, pat (personal) search and/or strip search. In addition to the metal detector search all visitors will be subject to the random pat search of the day.

III. SPECIAL RULES FOR CHILDREN:

- A. Children (under 18 years of age) may visit an inmate without prior permission when the child is accompanied by his/her parent or legal guardian. The child's birth certificate and legal documentation must be presented to the Visitor Processing Officer and must confirm the relationship to the parent(s) or legal guardian. The Birth Certificate must be an original with the parent(s) name and proper seal.
- B. To gain permission for a minor child to visit with an adult other than the parent or legal guardian, the parent(s), or legal guardian must request and obtain written permission by submitting a Minor Consent Form to the Superintendent prior to the visit.
 - 1. Once written permission has been received, the parent(s), legal guardian, or authorized adult must bring the approved Visiting Minor Consent form, with the minor child each time the minor child visits.
 - 2. If the parent(s), legal guardian, or authorized adult has received written permission from another Department of Correction Institution/Facility, they will be allowed one (1) courtesy visit to NCCI, providing they are able to furnish the appropriate approved documentation. The parent(s) or legal guardian must re-apply for and receive written permission from the Superintendent of NCCI, prior to the next visit.
- C. Children in the visiting area shall be the responsibility of the adult visitor and shall not be allowed by their parent(s) or legal guardian to engage in disruptive behavior or to roam the visiting room unattended, or the visit will be terminated. **MINORS MAY NOT BE LEFT UNATTENDED IN ANY AREAS ON STATE PROPERTY, i.e., VEHICLES, LOBBY, ETC.**

IV. FORMER INMATES/PAROLEES, ETC.

- A. All former inmates of any correctional institution, persons having been convicted of a felony or are currently serving parole or probation are prohibited from visiting any inmate at NCCI, unless prior permission has been granted by the Superintendent.
- B. To gain permission, a Felony Form must be completed and sent to the Superintendent for approval. Felony Forms are available through Visitor Processing Staff. The approved form must be presented at each visit to facilitate entry.

V. SPECIAL EXTENDED VISIT REQUESTS

- A. Inmates whose visitors may have physical limitations due to age or handicaps may apply to the Superintendent or his/her designee for a waiver on some aspects of this entrance procedure. Medical verification may be required in order to validate any special arrangements that may have to be made.
- B. Extended visits may also be granted for inmate families traveling long distances or for additional visitors. All requests shall be submitted, in writing, to the Superintendent.

VII. SPECIAL HOUSING VISITING (TSMU, BSMU, HSU CELLS A/B)

A. Scheduling

1. Inmates on non-contact status and or those housed in the Special Management Units are allowed two (2) visits per week and only one per day. Only one SMU inmate shall be allowed shall be allowed to visit at a time.
2. Non-contact visits shall be scheduled on Tuesdays and Wednesdays at the following times: 1:00 pm - 2:00 pm, 2:00 pm - 3:00 pm.; or 6:00 pm - 7:00 p.m. and on Sundays 6:00 – 7:00 pm or as authorized by the Superintendent/designee. Visits scheduled on holidays shall count as one visiting period.
3. Intended visitors must schedule visits at least twenty-four (24) hours and no more than forty eight (48) hours in advance by contacting the Outer Control Sergeant/Officer In Charge, extension 125. Appointments are made on a first come, first served basis. We reserve the right not to schedule a visit on a particular day due to overcrowding or other security related reasons. Inmates shall not be allowed to schedule their own visits.

B. Limitations:

1. Visits shall be a maximum of one hour in duration. It is the visitor's responsibility to arrive early enough to be processed so that the visit will start on time. Non-contact visitors will take priority and be processed before all other social visits.
2. If a visitor fails to arrive within twenty (20) minutes after the visiting period was to begin, the inmate's visiting period may be forfeited. If not forfeited the visit will end at the scheduled time.
3. Visitors are restricted to two adults and their children. The Shift Commander may make exception to this based upon staffing and the number of visits at that time or by special request, in advance.
4. Visitors are restricted to the area designated for visiting and are to remain seated throughout the visit.
5. Conclusion of Visit - The inmate shall remain in the non-contact visiting area until his visit has left the visiting room.

VIII. INMATE FUNDS/PROPERTY

- A. Property **will not** be allowed to enter the facility with a visit.
- B. Money deposits by visitors must be placed in the designated collection box located in the Visitors' lobby. Only cashiers check, money orders, and personal checks may be left for inmates. Personal checks require seven (7) days to clear. **Cash is not recommended.** Funds should be placed in a sealed envelope with the inmates' name and commitment number clearly written on the check and envelope.

This mailbox shall not be used for normal correspondence between visitors and inmates. Any such correspondence is unauthorized and will be returned to the sender whenever possible.

IX. VISITOR DRESS CODE

All visitors are expected to conduct and dress themselves in a manner that is appropriate for a public place. Any visitor (adults or children over the age of five (5) clad in the following items or any item deemed inappropriate by correctional staff shall may be denied entrance into the facility.

A. All Visitors:

1. No clothing similar to that issued to an inmate or uniformed personnel will be allowed (i.e. security-type, maintenance, medical, etc.);
2. No fatigue or camouflage clothing;
3. No sweatpants, sweatshirts, windpants, or exercise clothing;
4. No clothing with cut-out pockets, holes, rips or tears will be allowed, (fashion jeans);
5. No halter tops, muscle shirts, or tank tops, or clothing that reveals the midriff;
6. No double layered clothing on the bottom half of their person will be allowed (i.e. two pair of underpants, pants, or skirts and slacks, etc.);
7. No clothing with elastic waistbands regardless of material. Pregnant females or individuals with medical documentation of an existing condition may be allowed clothing with an elastic waistband with prior approval of Superintendent/designee
8. No bib/overall type clothing, (i.e. pants, shorts, dresses, etc.);
9. No shorts or bathing suits;
10. No jewelry other than wedding band/engagement ring, medical alert bracelet/necklace may be worn into the institution;
11. No hats, gloves, scarves allowed to be worn by visitors into the visiting room.
12. All visitors are required to wear undergarments.
13. Clothing with religious or ethnic significance will be subject to search.
14. Shoes must cover the entire foot.
15. Any article of clothing, worn by the visitor, displaying obscene, racial, sexual, caricatures or symbols and/or gang affiliation or is any way attributable to gang culture will not be allowed.
16. No hooded clothing;
17. No clothing with drawstrings;
18. No leather, or clothing with excessive metal;
19. No ties; except attorneys
20. No hospital type gowns, clothing or scrubs;
21. No leg warmers;
22. No clothing with zippers that go the full length of the garment
23. Shirts shall be tucked in.
24. Hair pieces, wigs, extensions and braids will be allowed. Removable items will be removed and checked by the Trap Officer, in the pat search area. Only elastic bands may be worn in the hair.
25. No type of appliance, brace, ace bandage, cast, dressing not prescribed and/or applied by medical personnel are allowed. Aforementioned items must be accompanied by positive medical evidence (i.e.; doctor's prescription, emergency room and/or clinic prescription).

B. Male Visitors:

1. No jeans of any color or type. No denim coats/jackets, or vests.
2. No shorts or tank tops.
3. No jogging suits to include nylon material.

C. Female Visitors:

1. No tights, leotards, spandex, body suits of dance/exercise fashion. Female visitors may wear jeans;
2. No excessively revealing clothing, tops that expose the back beyond the upper shoulder areas, or low cut tops;
3. Visibly sheer clothing with/without undergarments;
4. Proper traditional undergarments (i.e.; underpants and bras) must be worn;
5. Tight fitting clothing will not be allowed;
6. Dresses or Skirts are not to exceed 4 inches above the knee. Skirts with slits extending 4 inches above the knee will not be allowed;
7. Outerwear of a light weight material must be worn with a slip/camisole;
8. Any adornments or accouterments, that cannot be removed to be examined and could constitute a security problem, will not be allowed;
9. Skorts and culottes may be worn if not shorter than 4" above the knee and are of "dress or walking type". No denim, spandex, or sweatpant/sweatsuit material will be permitted.

D. Infants

The following items are allowed for infants

1. **Two (2)** clear plastic bottles with either milk, juice, or water only.
2. One (1) small blanket, bib, pacifier.
3. Two (2) infant diapers and infant wipes in a clear plastic bag.

Disposable diapers are provided in the visiting room bathroom.

Under special circumstances, exceptions to NCCI's Dress Code may be approved by the Shift Commander. Any approved exceptions shall be documented on an incident report and forwarded to the Director of Security. Final determination for entrance will be made by the Shift Commander or his/her designee.

X. ENTRANCE PROCEDURES

- A. Upon arrival, visitors shall register at the visitor processing window, located in the main lobby of the institution, by completing the provided "Request to Visit Inmate" form. A current, valid photographic I.D. card, (i.e.; driver's license, registry issued I.D., Department of Transitional Assistance [Welfare] I.D., passport, military I.D. or alien immigration card) and vehicle registration (if vehicle is parked on property) must be presented. **NOTE:** Failure to produce a valid photo I.D. may result in denial of visit.
- B. Upon being processed and approved to visit, all visitors shall lock up all their personal belongings and/or items not authorized for entry into the institution, and remain in the seating area until they are called by correctional staff for their visit.
- C. All visitors are subject to search prior to entering the institution. Visitors that fail to remove contraband items from their person may be denied entrance into the facility. Parents/legal guardians are responsible to make certain any minors they have brought with them are also free of contraband.
- D. Visitors that are required to maintain life-saving medication on their person (inhalers, (heart medication, etc.) shall present this medication to the visitor processing officer prior to entering the Pedestrian Trap. The medication must be approved by correctional staff before it will be allowed into the institution. Upon entering the Visiting Room the visitor

shall give this medication to the officer in charge who will return it to the visitor upon their departure.

- E. Upon entering the Pedestrian Trap, visitors shall be required to remove shoes, belts, jackets, any hair articles, eye glasses, dental items (false teeth, partial, etc.) or any other item deemed appropriate by correctional staff during the search process. Each item shall be inspected for contraband and returned to the visitor only after the visitor has been searched and passed a metal detector test.
- F. When instructed by the correction officer, the visitor shall move through the metal detector with hands at their sides.
- G. Any visitor that does not successfully pass through the metal detector may be subject to a hand-held scanner or pat search after approval from the Shift Commander. Anyone refusing a search will be denied entrance for that day. Strip searches shall only be conducted with the approval of the Superintendent or his/her designee and in compliance with 103 CMR 483.
- H. Visitors that have artificial limbs or prosthetic devices shall remove those items for inspection by correctional staff. Such searches shall be done in an area out of view of other visitors, and by a correctional staff member of the same gender as the visitor.
- I. Any further search of a child/minor shall be done only with the approval of the parent/legal guardian and in their presence. This search shall also be conducted out of view of other visitors and consent by the parent/legal guardian shall be recorded in the appropriate log.
- J. Any visitor, who appears, in the opinion of correctional staff, to be under the influence of alcohol or other narcotic/controlled substance, shall be denied entrance into the institution. In addition, if staff detect the odor of alcohol, the visitor will be denied entrance to the institution.
- K. Once visitors have been searched and authorized entrance into the facility, a correctional staff member shall direct them to the visiting room.

XI. VISITING ROOM RULES AND REGULATIONS:

- A. Upon entering the visiting room each visitor shall present the officer in charge with their visiting slip and any medications if applicable.
- B. All Visitors and Inmates are expected to abide by Institutional rules and regulations and conduct themselves in a manner appropriate to a public place. Visitors and inmates shall not engage in excessive physical contact, (i.e.; petting, fondling, prolonged kissing, etc.). The only exception will be once at the beginning and once at the end of the visit during the exchange of a common display of affection (hug and or closed mouth kiss) Young children may sit on their parent's/legal guardian's lap. Excessive familiarity, profanity or serious deviations from appropriate standards of behavior may result in administrative action, such as a warning, termination of a visit or loss of visiting privileges.
- C. Smoking will not be allowed in the Visiting Room or on the grounds of NCCI at any time.
- D. Visiting parents or legal guardians shall control and be responsible for their children at all times and shall escort young children to the toilet facilities. Visitors using the toilet facilities are subject to search before returning to the visiting area.

- E. Windows may only be opened with the permission of the Visiting Room Officer and objects may not be placed on the windowsills.
- F. Coats, Jackets and Outerwear are to be hung on the back of the chair. Visitors will not be permitted at any time to wear outerwear during a visit.
- G. There shall be no loitering in the Visiting Room hallway, near the officer's desk, or the visitors entrance area.
- H. Vending Machines/Microwaves:
 - 1. The machines and their contents are made available to the inmates and their visitors for their personal consumption. All food is to be consumed in the visiting room. No food purchased from these machines will be allowed to be taken out of the institution.
 - 2. Inmates are not permitted to escort their visitor(s) to the vending machine or microwave. Inmates must remain seated. The exchange of vending machine cards between visitor(s) and inmates is strictly prohibited.
 - 3. It is the responsibility of the inmates and visitors to ensure that all trash is deposited in the receptacles provided.
 - 4. Children must be accompanied by an adult in the vending area. No food is allowed in the rear visiting room.
 - 5. Abuse of the machines could result in the suspension of privileges to use the vending machines.
- I. Inmates and visitors are not allowed to move chairs. Inmates and visitors cannot change their seats once the visit begins.
- J. Straddling of chairs is not permitted. No sitting with legs crossed over one another. Feet will be on the floor at all times, not on chairs. Hands shall be in plain sight at ALL times.
- K. Five (5) minutes prior to the end of the visiting period, notice shall be given that five minutes in the visiting period remains. Inmates shall be responsible to ensure the visitors leave the Visiting Room by the end of the visiting period.
- L. At the end of visit, inmates shall remain in the Visiting Room and seated at their chairs until visitors leave the Visiting Room.

XII. Inmate Counts:

- A. When count is announced, inmates shall be directed to line up in north visiting room. Inmates shall line up in single line formation to be counted. Inmates are required to remain quiet during the count.
- B. Once the count has been verified inmates may be seated to continue their visits.

XIII. EXCLUSION OF VISITORS

- A. Any visitor, even one who has obtained prior permission to visit, may be denied entrance to the facility or told to terminate a visit and leave the premises. M.G.L. c266, s123, makes it a criminal trespass to refuse to leave the institution after being ordered by an officer to do so.
- B. A visitor, who is denied entrance or asked to leave, shall be told the reason for such action, except when it is deemed that to specify the reason might jeopardize security interests, or the safety of any person.
- C. Where the problem is something that clearly can be remedied, the visitor may be told that he/she may return to the Institution at some specified time in the near future (such as the next day or the next visiting period or upon satisfaction of some stated condition, (such as having sufficient identification or being properly dressed.)). In cases where this is not appropriate, the visitor shall be told to await notification from the Superintendent before returning to the institution.
- D. Visitors barred or suspended from other correctional facilities in the Commonwealth may not visit at NCCI while the suspension is in force, unless approved in advance by the Superintendent.

Gary E. Roden, Superintendent

Date

